

### 30-Day Money Back Guarantee

Because we take pride in the quality of our Moxi hardware products, ARRIS offers a 30-day money back guarantee for Moxi hardware products sold by ARRIS to retail buyers from moxi.com. This 30-day guarantee begins on the shipping date (that is, the date on which your order leaves the ARRIS facility en route to the shipping address provided by you.)

To return this merchandise, you will need to obtain a Return Materials Authorization (RMA) number by calling ARRIS customer service at 877-933-4430 within the 30-day Money Back period. You may be asked to provide the invoice number, item description, and serial number of the product you wish to return. To obtain a refund, ship the product to us within fourteen (14) days of receiving your RMA number. The product must be returned in its original packaging, in as-new condition, along with any media, documentation, and all other items that were included in the original shipment. You will need to prepay to ship the product to ARRIS's service center, and you will bear the risk of any loss or damage that occurs in transit. Please note that shipping and handling fees (including any shipping insurance fees) that are paid or payable by you (whether in connection with the original shipment to you or in connection with your return shipment of the product to ARRIS) are not refundable.

You should expect to receive your refund within four weeks of shipping your package to ARRIS' service center; however, in many cases you may receive a refund more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time necessary to process your return once we receive it (3 to 5 business days), and the time it takes your bank or other applicable financial institution to post the refund to your account (5 to 10 business days). ARRIS reserves the right to provide such refund in the same form of payment as you used to make your most recent payment to ARRIS, if any, or via any account which you provided to us.

Moxi products purchased from moxi.com may not be returned to another retailer. Moxi products purchased from another retailer cannot be returned to ARRIS. For products purchased from other retailers, such as Amazon.com, please see the applicable retailer's return policy.

To obtain warranty service, please review the Limited Warranty provided with your Moxi product or [click here](#) to view this warranty and get further information.